

PART 19 - Unbundled Network Elements and Number
Portability

SECTION 8 - Unbundled Operator Services

1st Revised Sheet No. 1

1. UNBUNDLED OPERATOR SERVICES

(N)

A. DESCRIPTION

Operator Services is a service which provides a telecommunications carrier with both manual and automated operator assistance for use of its customers in the completion of calls.

B. TERMS AND CONDITIONS

1. Unbundled Operator Services is available to Telecommunications Carriers for use in the provision of a telecommunications service as specified and to the extent required by the Telecommunications Act of 1996, Pub. L. No. 104-104, 110 Stat. 56 (1996) ("the Act") and the rules and regulations of the Federal Communications Commission and the Illinois Commerce Commission.
2. This Section applies to Unbundled Operator Services provided by Ameritech Illinois, hereafter referred to as the "Company".

(N)

Pursuant to Second Interim Order in Ill. C.C. Docket Nos. 96-0486/0569 Consolidated, dated February 17, 1998.

Issued: April 3, 1998

Effective: April 18, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

PART 19 - Unbundled Network Elements and Number
Portability

SECTION 8 - Unbundled Operator Services

1st Revised Sheet No. 2

1. UNBUNDLED OPERATOR SERVICES (cont'd)

(N)

B. TERMS AND CONDITIONS (cont'd)

3. General Regulations as found in Part 2 of this Tariff apply to this Section unless otherwise specified in this Section. The term "customer", which appears in Part 2 General Regulations, is the equivalent of the term "telecommunications carrier" as used in this Part.
4. Unbundled Operator Services is provided in accordance with the specifications, interfaces, and parameters described in technical documents in D (Technical References). The specifications, procedures and practices used by the Company in its network are listed in order to assist the telecommunications carrier in meeting its responsibility.
5. The telecommunications carrier is responsible for delivering its Operator Services traffic direct from the end office to the operator service switch location. There is no optional tandem switching feature for Operator Services.
6. The telecommunications carrier is responsible for obtaining any required custom routing and obtaining or providing the necessary direct trunking, signaling and termination facilities to the mutually agreed upon point of interconnection with the Company's facilities for access to Operator Services.

(N)

Pursuant to Second Interim Order in Ill. C.C. Docket Nos. 96-0486/0569
Consolidated, dated February 17, 1998.

Issued: April 3, 1998

Effective: April 18, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

PART 19 - Unbundled Network Elements and Number
Portability

SECTION 8 - Unbundled Operator Services

1st Revised Sheet No. 3

1. UNBUNDLED OPERATOR SERVICES (cont'd)

(N)

B. TERMS AND CONDITIONS (cont'd)

7. The operator service switch location to which the telecommunications carrier will deliver its Operator Services traffic will be determined by the Company based on the existing capacity of its service centers. The Company will, if technically feasible, enable the telecommunications carrier to deliver its Operator Services traffic to the operator service switch most closely located to the NPA/exchange originating the call.
8. The telecommunications carrier will provide and maintain the equipment at its offices necessary to permit the Company to perform its services in accordance with the equipment operations and traffic operations which are in effect in the Company's Operator Services offices. The telecommunications carrier will locate, construct and maintain its facilities to afford reasonable protection against hazard and interference.
9. The Company will not be liable to the telecommunications carrier for any failure with respect to the completion of emergency calls.

(N)

Pursuant to Second Interim Order in Ill. C.C. Docket Nos. 96-0486/0569
Consolidated, dated February 17, 1998.

Issued: April 3, 1998

Effective: April 18, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

PART 19 - Unbundled Network Elements and Number
Portability

SECTION 8 - Unbundled Operator Services

1st Revised Sheet No. 4

1. UNBUNDLED OPERATOR SERVICES (cont'd)

(N)

B. TERMS AND CONDITIONS (cont'd)

10. The telecommunications carrier will furnish, both initially before service is established and on an ongoing basis, to the Company all information necessary for the provision of Operator Services. This information includes, but is not limited to, emergency agency phone numbers, rate information (such as mileage bands and operator surcharge information) and originating screening information. This information, to the extent it is identified, shall be treated as Proprietary Information
11. To the extent technically feasible, based on the equipment in place, the Company will enter the telecommunications carrier's surcharge rates into the rate tables used by the Company for the requesting carrier's calls. The telecommunications carrier agrees to compensate the Company for costs for time and materials it incurs in developing, installing, providing and maintaining such tables.
12. The Company, upon receipt of a Special Request, and as technically feasible, will provide electronic access to its Operator Services databases for the purpose of enabling the telecommunications carrier to provide its own Operator Services, or as otherwise authorized in the Rules of the Federal Communications Commission ("FCC") or the Illinois Commerce Commission. The telecommunications carrier agrees to compensate the Company for its costs of developing, installing, providing and maintaining such network element.

(N)

Pursuant to Second Interim Order in Ill. C.C. Docket Nos. 96-0486/0569
Consolidated, dated February 17, 1998.

Issued: April 3, 1998

Effective: April 18, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

PART 19 - Unbundled Network Elements and Number
Portability

SECTION 8 - Unbundled Operator Services

1st Revised Sheet No. 5

1. UNBUNDLED OPERATOR SERVICES (cont'd)

(N)

C. FEATURES

1. Standard Features

Manual Call Assistance - provides a telecommunications carrier with manual call processing with operator involvement, for use by its end users, for these services:

Calling Card - the end user dials 0+ or 0- and provides operator with calling card number for billing purposes.

Collect - the end user dials 0+ or 0- and asks the operator to bill the call to the called number, provided such billing is accepted by the called number.

Third Number Billed - the end user dials 0+ or 0- and asks the operator to bill the call to a different number than the calling or called number.

Operator Assistance - providing local and intraMSA operator assistance for the purposes of assisting end users requesting help in completing calls or requesting information on how to place calls; handling emergency calls, handling credits and handling person to person calls.

(N)

Pursuant to Second Interim Order in Ill. C.C. Docket Nos. 96-0486/0569 Consolidated, dated February 17, 1998.

Issued: April 3, 1998

Effective: April 18, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

1. UNBUNDLED OPERATOR SERVICES (cont'd)

(N)

C. FEATURES (cont'd)

1. Standard Features

Busy Line Verification (BLV) and Interrupt (BLVI) Services - the end user requests the operator to verify that a line is busy or to interrupt a conversation that is in progress. The operator will make only one attempt per end user call to the operator to verify a busy line or interrupt a call, and will not complete the call for the end user initiating the BLV or BLVI request.

Operator Transfer Service (OTS) - the end user dials 0 and is connected to a Company operator and may request call routing to an Interexchange Carrier, subscribing to OTS, as described in Tariff F.C.C. No. 2. Operator Transfer rates, as found in Tariff F.C.C. No. 2, are charged to the Interexchange Carrier subscribing to Operator Transfer Service.

Automated Call Assistance - a service that provides the telecommunications carrier with mechanized call processing without operator involvement, for the use of its end users, for these services:

Automated Calling Card Service - the end user dials 0 and a telephone number, and responds to prompts to complete the billing information.

Automated Collect and Third Number Calling - the end user dials 0 and a telephone number and responds to prompts to process the call and complete the billing information.

Automated Coin Toll Services - calculates charges, relates the charge to the end user and monitors coins deposited before connecting the 1 + intraMSA or interMSA call.

Line Information Database (LIDB) Validation - Mechanized queries to a LIDB for billing validation of alternately billed calls. LIDB charges per query are found in Section 11 of this Tariff.

(N)

Pursuant to Second Interim Order in Ill. C.C. Docket Nos. 96-0486/0569 Consolidated, dated February 17, 1998.

Issued: April 3, 1998

Effective: April 18, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

PART 19 - Unbundled Network Elements and Number
Portability

SECTION 8 - Unbundled Operator Services

1st Revised Sheet No. 7

1. UNBUNDLED OPERATOR SERVICES (cont'd)

(N)

C. FEATURES (cont'd)

2. Optional Features

Branding - Upon request, and as technically feasible, the Company will provide, in conjunction with Operator Services it provides to resellers of its local exchange service, telecommunications carriers subscribing to its ULS, and to telecommunications carriers ordering unbundled Operator Services, branding to establish the telecommunications carrier's identity as the provider of Operator Services to its end users, on the telecommunications carrier's calls to Company's Operator Services. Mechanized front-end branding is available for all manual and automated Operator Services calls. Mechanized back-end branding is limited to automated calling card calls using the Automated Calling Card Service platform. Mechanized back-end branding is not available for automated third number billed or collect calls. Such calls can be manually handled and branded.

The telecommunications carrier must obtain or provide any required facilities, services, network elements and custom routing necessary to direct trunk its traffic to Company's office so it can provide branded Operator Services. For mechanized branding, the telecommunications carrier must provide two (2) cassettes of an announcement, no longer than 3 seconds each, for installation on each Operator Services switch serving its end users, or agree to have the Company record the branding announcement.

The Company, upon receipt of a Special Request, and as technically feasible, will provide custom mechanized back-end branding for automated third number billed and collect calls, if the telecommunications carrier agrees to pay rates that compensate the Company for any costs it incurs in developing, installing, providing and maintaining such branded service.

(N)

Pursuant to Second Interim Order in Ill. C.C. Docket Nos. 96-0486/0569
Consolidated, dated February 17, 1998.

Issued: April 3, 1998

Effective: April 18, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

PART 19 - Unbundled Network Elements and Number
Portability

SECTION 8 - Unbundled Operator Services

1st Revised Sheet No. 8

1. UNBUNDLED OPERATOR SERVICE (cont'd)

(N)

D. TECHNICAL REFERENCES

Subject

Technical Reference

Operator Services Systems Generic Requirements	TR-TSY-00217
BOC Notes on the LEC Networks 1994	SR-TSV-002275
NORTEL TOPS DA/DACC Feature Descriptions	/1/

The Technical Reference can be obtained from:

Manager - TIRM Office
Ameritech Services, Inc.
2000 W. Ameritech Center Drive, Locn 3A09F
Hoffman Estates, IL 60196
(847) 248-4328

(N)

/1/ Contact Nortel for available feature documentation.

Pursuant to Second Interim Order in Ill. C.C. Docket Nos. 96-0486/0569
Consolidated, dated February 17, 1998.

Issued: April 3, 1998

Effective: April 18, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

1. UNBUNDLED OPERATOR SERVICES (cont'd)

(N)

E. PRICES

Manual Call Assistance rates will apply to the total monthly volume of occurrences involving manual call processing, with operator involvement, including all processed calls whether or not they are completed.

Automated Call Assistance rates will apply to the total monthly volume of occurrences involving mechanized call processing, without operator involvement, including all processed calls whether or not they are completed.

A LIDB charge will apply separately to all manual and automated occurrences requiring billing validation, as found in Section 11 of this Tariff. When the telecommunications carrier does not store its LIDB information in the Company's LIDB database, the Out-of-Region Query per query charge applies. When the telecommunications carrier stores its LIDB information in Company's LIDB database, the LIDB Validation and LIDB Transport per query charges apply.

Busy Line Verification and Interrupt rates apply to total occurrences, including all processed calls whether or not they are completed. For BLVI attempts, charges apply whether or not the called party releases the line, and are in addition to the BLV charge.

Branding is a one time charge assessed, on a per trunk group basis, for the mechanized front-end branding of all manual and automated calls to Operator Services. The one time branding charge, per trunk group, will also apply for mechanized back-end branding of automated calling card calls. Manual back-end branding of collect and third number billed calls, by operators, are a portion of the manual operator work time involved on each call and are included in the Manual Call Assistance rate. For custom branding associated with fully automated calling card, collect, and third number billed, the Special Request process will be required.

Rates do not include custom routing, unbundled network elements or end office switching.

(N)

Pursuant to Second Interim Order in Ill. C.C. Docket Nos. 96-0486/0569 Consolidated, dated February 17, 1998.

Issued: April 3, 1998

Effective: April 18, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606

PART 19 - Unbundled Network Elements and Number
Portability
SECTION 8 - Unbundled Operator Services

2nd Revised Sheet No. 10
Cancels
1st Revised Sheet No. 10

1. UNBUNDLED OPERATOR SERVICES (cont'd)

E. PRICES (cont'd)

1. Service Elements

Description	Nonrecurring Charge	Monthly Price	
Manual Call Assistance, per occurrence	-	.364	(T)
Automated Call Assistance, per occurrence	-	.018	(T)
Busy Line Verification per occurrence	-	.936	(T)
Busy Line Verification Interrupt, per occurrence	-	1.094	(T)
Branding, per trunk group ^{/1/}	299.73	-	(T)

/1/ When branding service is provided on a combined toll and assist Operator Service and Directory Assistance trunk group basis, as technically feasible, a single branding charge will apply. The telecommunications carrier is also responsible for the rates applicable to custom routing, transport and any other services or network elements it orders to deliver its traffic to the Company's switch on separate direct trunks.

Pursuant to Second Interim Order in Ill. C.C. Docket Nos. 96-0486/0569 Consolidated, dated February 17, 1998.

Issued: September 8, 1998

Effective: September 9, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs
225 West Randolph Street
Chicago, Illinois 60606